GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:3053
ANSWERED ON:13.08.2003
MTNL BILL
S. SAIDUZZAMAN

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether MTNL does not send Bills in time and in several cases does not send them all;

(b) if so, whether the Government are also aware that there is no response to the complaints reg. Bills in the MTNL, Nehru Place Office or other offices;

(c) if so, whether the Government propose to print the Phone Number, the Fax No. and email ID on the phone Bills where customers can complain and to deliver and collect the bills from homes as in the case of private companies;

(d) if so, the details thereof; and

(e) if not, the reasons therefor?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI A PRADHAN)

(a) Sir, telephone bills are being sent to the customers through Department of Posts in time.

(b) The complaints are being attended to promptly by all the areas including Nehru Place and customer grievances are redressed.

(c) to (e): The telephone number where customer can complain are printed on telephone bills. Regarding FAX No., E-mail ID and to deliver and collect the bills from homes, there is no proposal at present in MTNL.